

What to do?

You can either drop your umbrella in to our Lamb's Conduit St store or send it to us at the same address below. Please do not drop repairs in to our Hanbury St store.

All umbrellas returned for repair MUST include this repairs form.

*London Undercover Repairs
28 Lamb's Conduit St
London WC1N 3LE
United Kingdom*

What if I'm sending from overseas?

If your item is being sent in from overseas, it is very important that you do not include the original value of the item on your package / customs form.

Please make sure instead, that the following information is visible on the exterior of the package:

**NO COMMERCIAL VALUE / TEMPORARY EXPORT
SENT BACK TO COUNTRY OF ORIGIN FOR REPAIR.**

We cannot accept any items sent back that require duty, taxes or service charge due to the above information not being present on the paperwork. Should this occur, the item will be rejected and sent back by your shipping/postal company.

What's the process?

Repairs take place on a monthly basis.

We collate all umbrellas that have come in for a repair at the end of each month. At the beginning of the following month we start the repairs process.

Simple repairs are done immediately, anything that requires a sufficient amount of work is scheduled in for an appropriate time.

Where payment is required, an invoice will be sent to you via email. As soon as payment is made we will commence the repair.

We aim to complete all repairs within the month between 2-4 weeks. Each repair is different and older umbrellas may require special parts.

At busier times of the year, repairs may take longer.

Our pricing is listed below. Prices are based on parts and labour only. Should the actual repair cost be more or less than the amount indicated, we will contact you to confirm.

We are unable to provide daily/weekly updates, so please allow us to contact you ourselves with an update.

Your patience is very much appreciated.

Name:	REPAIR COSTS
Model:	NEW FERRULE <input type="checkbox"/> £10
Phone:	NEW FASTENER <input type="checkbox"/> £10
Email:	NEW RIB <input type="checkbox"/> £20
Delivery Address:	NEW FRAME <input type="checkbox"/> £40
	NEW CANOPY <input type="checkbox"/> £40
	NEW HANDLE <input type="checkbox"/> £35
	NEW STICK
	Classic <input type="checkbox"/> £45
	City Gent <input type="checkbox"/> £60
	Solid Stick <input type="checkbox"/> £120
Date Of Purchase:	OTHER <input type="checkbox"/> TBC
Store Purchased From:	
Within 1 Year Warranty: No <input type="checkbox"/> Yes <input type="checkbox"/>	If Yes, a receipt / proof of purchase MUST be stapled to this form.
Issue:	I confirm that I have read, understood and agree to the above policy and procedure.
Cause:	Signed: _____
	Date: _____